

**GROUP INFORMATION TECHNOLOGY MANAGER**  
(Unclassified Management)

**DEFINITION:**

Under administrative direction, to plan, direct, coordinate and review the information technology (IT) activities of a county functional group or agency; and to perform related work as required.

**DISTINGUISHING CHARACTERISTICS:**

Group Information Technology Manager is a class in the Unclassified Service allocated only to a County group or agency. Under the direction of a Deputy Chief Administrative Officer or the Director, Health & Human Services Agency, or Chief Financial Officer, incumbents are responsible for managing all information technology functions within a group/agency. Incumbents in this class serve as principal assistants/consultants on technology matters to the group manager and work under the functional direction of the County's Chief Technology Officer to coordinate group/agency technology initiatives and programs to promote and ensure consistent and appropriate fiscal practices.

**EXAMPLES OF DUTIES:**

Plans, directs, organizes, executes, and evaluates the overall information technology (IT) activities of one of the County functional groups or agency; serves as the liaison between group departments, external vendors/providers of IT, and County executives; acts as the IT consultant to the group manager in managing the IT function within the group/agency including providing strategic planning, financial, and business process reengineering principles which can be used to make informed IT-related decisions; provides strategic policy information to ensure the best use of County resources; coordinates and oversees the activities through consultation with and technical direction from the county's Technology Officer; works with the Chief Technology Officer to plan, develop, and implement programs, policies and practices pertaining to information technology; reviews, analyzes and monitors departmental IT functions within a group/agency; oversees the IT activities of one of the major county Functional Groups or Agency through consultation with the County's Chief Technology Officer; provides technical direction and assistance to departmental IT-related employees within the group; consults with County administrators to discuss issues; identifies problem areas and proposes solutions; collects and analyzes data to recommend improvements to operating systems; assists in the preparation of the group/agency budget by providing technology-related information and making recommendations; attends staff meetings and may represent the group manager/agency director; performs special studies and projects as assigned by the group manager/agency director or the Chief Technology Officer.

**MINIMUM QUALIFICATIONS:**

**Thorough Knowledge of:**

- Information Technology industry trends, standards and competition.
- Policy/procedure development and implementation related to a variety of information technology services programs that promote state-of-the-art technology in the workplace.
- Computer hardware and software capabilities.
- County functions, organizations and operations.
- General and financial management protocols.

- Business process reengineering theory and strategies.
- Modern methods and state-of-the-art technology related to information technology systems, including telecommunications.
- State and Federal laws and guidelines applicable to information technology activities.
- Principles and theory of general administration, human resource management, fiscal management and organizational behavior.
- General Management System (GMS) in principle and in practice.

**Skills and Abilities to:**

- Act as an innovative change agent to successfully translate centralized county IT policy to departmental line staff and vendor IT staff.
- Plan, direct, organize, and manage the informational technology function within a large multi-functional company or government agency providing a wide variety of services and functions.
- Prepare, review, present, and control large complex budgets and/or contracts.
- Identify informational technology problems and develop and recommend solutions.
- Provide decision-making and technical support to group manager/agency director.
- Establish and maintain effective working relations with department staff, the public and representatives from industry, media, government, and other agencies.
- Communicate effectively both orally and in writing.
- Prepare executive-level correspondence and reports.
- Maintain excellent interpersonal relationships with executive staff, external vendors and department staff.
- Manage client relations to ensure development of service-objective expectations.
- Think and communicate in a strategic and proactive manner.
- Evaluate and provide assistance in monitoring, vendor contracts and performance.

**EDUCATION/EXPERIENCE:**

Education, training, and/or experience, which demonstrate possession of the knowledge and skills listed above.

**SPECIAL NOTES, LICENSES, OR REQUIREMENTS:**

**License:**

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.